

Easy Read

# LLAIS

Eich llais mewn iechyd | Your voice in health  
a gofal cymdeithasol | and social care

## Manifesto 2026

What people in Wales want  
from their health and social  
care services

January 2026



# How to use this document



This is an Easy Read version of: **The people's priorities: Senedd Election 2026.**



You might need help to read it. Ask someone you know to help you



Where the document says **we**, this means **Llais**. To find out more, or to get this document in a different format or language, contact:

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This document is also available in Welsh.



Hawdd ei Ddeall Cymru  
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# About this manifesto



We are **Llais**.



We work to make sure your views on health and social care are heard.



This is our **manifesto**.



A manifesto is document describing our ideas and goals.



The Senedd Election is in May 2026. This is when we vote for who we want to represent us in Welsh Parliament.



We want politicians and decision makers to think about this manifesto when making their own plans.



We have listened to thousands of people across Wales.



This manifesto is based on the views people have shared with us. It is about:



- What is most important to people in Wales.



- What would make the biggest difference to their lives.



- What needs to change.

# What people in Wales say



People across Wales have told us they want real change.



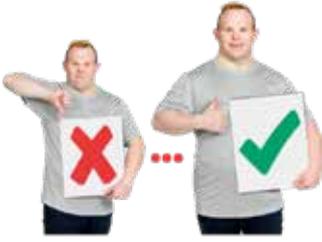
They want action they can see and feel in their everyday lives.



People want health and social care services to do what they say they will.



They want services to be held responsible when things go wrong.



Not to blame services, but to make sure real change happens.

People want health and social care services that:



- Are there when they need them.



- Listen to what matters to them.



- Treat them with respect.



- Work together to keep people well.



People in Wales are tired of waiting weeks for a GP appointment.



They are tired of waiting months, or even years for surgery.



Parents worry about how safe and good pregnancy and newborn care is.



Parents face long waits to get help and support with things like ADHD and autism.



Families are often confused about where to go for help.



Carers feel unsupported. They often reach breaking point before help arrives.



Many unpaid carers miss out on the support they have the right to get.



People wait a long time to get help and treatment for their mental health.



And it is very hard to get help with mental health for children and young people.



Many people struggle to get an NHS dentist. Things get very bad before anyone helps.



People who are fit to leave hospital wait too long for the right care to be in place so they can return home.



This is happening all over Wales. People are frustrated.



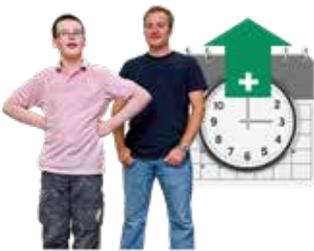
People want services close to where they live. They want to feel listened to and included in decisions.

# What we want

We want to see 4 main things happen for health and social care:



## 1. Equal care



## 2. Early support



## 3. Care based on people's needs and wants



## 4. Services that work well together



# 1. Equal care

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People want to be able to get the same level of good health and care. No matter where they live, or who they are.

Across Wales people struggle with:



- Getting appointments.



- Transport to get them to services.



People feel that services do not always meet their needs. In some areas, these problems are worse.



People living in the poorest areas have worse health. But there are usually fewer GPs and nurses in these areas.



In countryside areas, it is hard to get to services. Public transport is not good enough, and services are far away.



Things do not have to be this way. Wales can choose differently.

## What we want Welsh government to do:



- Spend more money in areas that have the poorest health.



Move staff, money and services to support these communities.



So everyone has a fair chance to have a long and healthy life.



- **Provide better transport.**



Including better parking, bus routes, patient transport and support with travel costs.



So no one misses out on care because they cannot get there.



- **Change the rules so children and young people can use our Llais complaints advocacy service.**



We should be able to support everyone with their complaints.



## 2. Early support

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We need to spend money on things that will help people keep well, and out of hospital.

Across Wales, people say:



- Support often comes too late.



- Carers reach breaking point before help arrives.



- We are losing community services that help keep people well.



- It is hard to get early help for mental health conditions, and long-lasting health conditions.



- Families are left waiting for support that they need urgently.



We are waiting until people are in very bad situations. Instead of helping people early to keep well.



This must change.

## What we want Welsh Government to do:



- Provide more primary care staff in the right places – like GPs, pharmacists and dentists.



Improve appointment systems and make it easier to get help early on.



Make it easier to get help **before** problems get very bad.



- **Make respite care a right for unpaid carers.**



Respite care is when someone who needs support stays somewhere for a short time. To give their carer a rest.



Protect this right using the law. So unpaid carers have the support they need to keep caring.



We need money, clear rules and reporting to make sure this happens.



- **Provide more services that stop problems getting worse.**



Make sure there is money for things like day centres, befriending services and activities like arts, exercise and money advice.



These things can help people stay well.



Support local services to work together, so our communities have services that are based on their needs.



### 3. Care based on people's needs and wants

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People want to be listened to. They want to be involved in decisions about their care.



Too often people feel like they are not listened to.



They must chase services for updates. What matters to them is not thought about.



Welsh speakers cannot always get services in Welsh.



Everyone deserves honesty, kindness and respect.



Information should be shared with them clearly.

### **What we want Welsh Government to do:**



- **Make ‘What matters to you’ conversations part of every NHS care plan.**



Make it the law to start every care plan with a conversation about what matters to you.



- **End no news is good news.**



This means making sure every person gets their test results within 2 weeks.



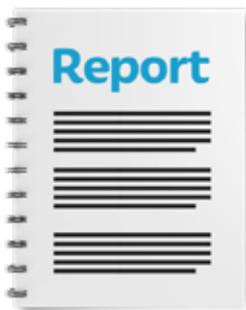
Whether the test result is good or bad. People should know and should not have to chase.



- **Provide better Welsh language health and social care services**



Make sure everyone can get services in Welsh at every stage of their care.



We need to set targets for this and write reports to check how it is going.



## 4. Services that work well together

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People are fed up of repeating their stories to different teams and services, because they do not talk to each other.



Too often, GPs and hospitals are not sharing important information with each other.



This leaves people chasing updates and feeling lost.



When things go wrong, people do not know how to complain.



Young people moving to adult services have no support.



The government must make sure services are responsible for working together. So people get joined-up care.

## What we want Welsh Government to do:



- **Make it easier for services to work together**



Spend money on computer systems so information can be shared safely.



Make admin and systems easier for services to use.



Place a duty on health boards and councils to work together. Give clear timelines and check this is happening.



- **Make a single complaints system for health and social care**



Make it easy for people to make complaints when care is provided by different services.



Make the complaints system easier by having 1 clear way to complain about all health and social care services.



- **Support young people moving from child to adult services**



No young person should lose support overnight when they turn 18.



There must be support through the move from child to adult services. Care should continue during this change.

# Contact us



Contact us if you want to give us your views on this manifesto.



Or if you want this manifesto in a different format or language.



You can call us or write to us in Welsh.



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